

Great Plains Natural Gas Company
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Memo

To: Land Owners, Construction Personnel and others
From: Douglas M. Lee, P.E. – Project Manager
CC: Mark Gietzen - Inspector
Date: July 17, 2003
Re: Complaint Process – MnSP Brewster Pipeline Project

To ensure a prompt positive response to questions or complaints that arise during construction of the Minnesota Soybean Processors' four-inch pipeline near Brewster, MN, this formal complaint process shall provide direction to all affected parties. As Project Manager, I will be responsible for addressing complaints and will ensure a prompt response. Accordingly, please direct anyone having a complaint or question about the project to me. I can be reached on my cell telephone at 1.701.391.5758 and I will be driving a silver Chevrolet Blazer, with ND License plates. In my absence my inspector, Mr. Mark Gietzen can be reached at 701.220.8346. The inspection staff will be residing at the Holiday Inn Express in Worthington, MN for the entire project duration. Accordingly, we will retrieve any messages left on a daily basis. The Holiday Inn Express telephone number is 507.372.2333. We will attempt to return all messages/calls within twenty-four hours of receipt.

The following describes the details of the complaint handling process.

1. **Definitions**

Complaint –A statement presented by a person expressing dissatisfaction, resentment, or discontent as a direct result of pipeline right-of-way preparation, construction, cleanup and restoration. Complaints do not include requests, inquiries, questions, or general comments.

Substantial Complaint – Any complaints submitted to the permittee in writing that, if substantiated, could result in permit modification or suspension pursuant to the applicable regulations.

Person – An individual, partnership, joint venture, private or public corporation, association, firm, public service company, cooperative, political subdivision, Municipal Corporation, government agency, public utility district, or any other entity, public or private, however organized.

2. **Responsibilities**

Everyone involved with pipeline right-of-way preparation, construction, cleanup and restoration is responsible to ensure expeditious and equitable resolution of all complaints. It is therefore, necessary to establish a uniform method for documenting and handling complaints directed to this project. The following procedures satisfy this requirement:

3. Douglas Lee will document all complaints by maintaining a record of all applicable information concerning the complaint, including the following:

1. Name of the permittee and project.
2. Name of complainant, address and phone number.
3. Precise property description or tract number (where applicable).
4. Nature of complaint.
5. Response given.
6. Name of person receiving complaint and date of receipt.
7. Name of person reporting complaint to the EQB and phone number.
8. Final disposition and date.

4. Douglas Lee will summarize complaints for transmittal to the EQB.

5. **Requirements**

Douglas Lee will report all complaints to the EQB according to the following schedule:

Immediate Reports – All substantial complaints shall be reported to the EQB by phone the same day received or on the following working day for complaints received after working hours. Such reports are to be directed to Pipeline Permit Compliance, 651-296-5089.

Monthly Reports

By the 15th of each month, a summary of all complaints, including substantial complaints received or resolved during the proceeding month, and a copy of each complaint shall be sent to Pipeline Permit Compliance, Minnesota Environmental Quality Board, 300 Centennial Building, 658 Cedar St., St. Paul, MN 55155.

Unresolved Substantial Reports

Douglas Lee will advise the EQB of any substantial Reports not resolved within 30 days.

6. **Complaints Received by the EQB**

The EQB will promptly send copies of complaints received directly from aggrieved persons regarding pipeline right-of-way preparation, construction, cleanup and restoration to Douglas Lee.